

**Appendix 4**

**PLAN OF SERVICE**

**MARINERS JOINT USE LIBRARY**

**City of Newport Beach**

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## **OVERALL EXECUTIVE SUMMARY**

The Mariners Joint Use Library (MJUL) project will combine the current Mariners Branch Library and Mariners Elementary School Media Center into one new joint use library facility. The current Mariners Library is the largest Branch of the Newport Beach Public Library (NBPL). Mariners Elementary (K-6) is part of the Newport Mesa Unified School District (NMUSD) and the School Media Center (the term for NMUSD libraries) serves 736 students. However, the new MJUL will also officially serve four other NMUSD schools, Kaiser Elementary School (K-6), Newport Heights Elementary School (K-6), Ensign Intermediate School (7-8), and Newport Harbor High School (9-12).

The vision for the progressive MJUL is that it will serve as an essential community and educational center. The library will house a carefully balanced collection of materials that will contain popular youth and adult materials to meet the diverse needs of the community. As well, the MJUL will provide NMUSD educational resources to meet the needs of the increasing student population. The new joint branch/school library will continue to provide the outstanding Public Library service for which the current Mariners Branch is renowned, and the personalized school library service of the School Media Center to students and faculty of Mariners Elementary, and to other student users.

Mariners Elementary students constitute the predominant group of MJUL school users because the new library will be located directly adjacent to Mariners Elementary. A separate entrance to the children's room of the MJUL will be opened during school hours for students and faculty use only. During the other MJUL hours the children's room will serve other preschoolers, home-schoolers, and NMUSD students in the area.

The collective project planning efforts of the NBPL staff and the NMUSD District Media staff has resulted in a superior plan of service that will ensure the MJUL shall provide outstanding library services. The continued guidance of the Joint Advisory Committee will monitor the progress of the project to make certain goals are achieved. The plan of service calls for a rich collection of materials for community enjoyment and for use by the student population, access to online resources to support school curriculum, and state of the art technology.

The plan of service for the MJUL includes personal one-on-one work for individual students, guidance for student/group projects, and general assistance to regular class instruction. These services will be available in the children's room, which has been specially designed to meet the unique needs of the student users. Another resource available to school users is a Community Meeting Room, which will be available for class instruction.

As well, an exclusive system of reserves will be established to support Mariners Elementary. This will guarantee sufficient materials are available for the school and its special projects. Students will be able to checkout materials directly through the children's room as they return to their classrooms. The students will be issued a private *MJUL Library Card* for use during school hours to facilitate self-checkout by individual students.

The service principle guiding MJUL staff will be the achievement of a cultural, educational, and informational resource for users. The MJUL staff will create a special atmosphere that is inviting and accommodating for the community users as well as providing leadership and support to the NMUSD users. Proper training and clearly articulated responsibilities will be utilized to accomplish this goal.

## **MISSION STATEMENT**

The MJUL mission statement originates from the historical commitment to service that characterizes both public agencies involved with the project. The NBPL and the NMUSD formed an invaluable partnership to create the MJUL project, and both bring innovative service concepts to the union. The NBPL has been operating since 1920 and continually strives to reinvent itself to keep pace with the needs of its users. The NMUSD has been operating since July 1966, and also goes to great lengths to provide its students with the highest quality education possible.

The NBPL Board of Library Trustees adopted a new NBPL mission statement in June 1999. The statement reflected the NBPL's strategic planning efforts for the 21<sup>st</sup> Century, which were focused on meeting the new challenges the library would face providing service. It reads: “

*The library is the cultural, educational and informational heart of Newport Beach.”*

In May 2000, the NBPL Library Strategic Planning Task Force wrote a vision statement to guide the planning process in the development of an overall plan of service. The vision statement reads:

*“We see the Newport Beach Public Library as the cultural, educational and informational heart of the City, providing a variety of exceptional services for all ages supported by state-of-the-art library technology. Further, that it will be recognized as the finest library for a city of its size in the United States, both in the eyes of its community and according to nationally recognized library surveys.”*

The Task Force's observation ensured that the new NBPL vision statement would uphold the needs of community in its pursuit of service.

The launch of the MJUL project brought another vision of service into the mission statement creation process. The vision statement of the NMUSD reads:

*“The mission of the Newport-Mesa Unified School District, in partnership with the Costa Mesa-Newport Beach communities, is to graduate students who have acquired the knowledge, skills and attitudes necessary to achieve significant career, educational, civic, and personal goals, which will enrich our society.”*

The NMUSD had also been planning for the new millennium. The NMUSD illuminated a crucial aspect of library service for the MJUL in its *District-Wide School Library Plan*. The plan stated:

*“Literacy for the Twenty-first Century includes three components: reading, information, and technology. NMUSD library media centers support these components of literacy. NMUSD library media centers will provide a setting where all students and staff at every site are given the necessary skills to locate, analyze, evaluate, interpret, and communicate information and ideas in an information rich world.”*

The emphasis on excellent library technology is a very important to the MJUL project.

The pivotal combination of mission statements of the two agencies led to the creation of the MJUL mission statement. The new statement serves as the guiding principle to all those involved with the project, and is the foundation upon which the project is built. The delivery of service to customers, in every possible way, has been enshrined as the highest priority for the new project.

Thus the new mission statement for the MJUL project is:

*“The Mariners Joint Use Library shall be the cultural, educational and informational heart of the Mariners Community, providing a variety of exceptional services for all ages, supported by state-of-the-art technology. It will be dedicated to serving both as a public library for the community and the school library for students from kindergarten through sixth grade enrolled at the Mariners Elementary School.”*

## I. GOALS AND OBJECTIVES

### A. Goal One

The MJUL shall be an essential element of the community, serving as a prominent cultural and education center for citizens and students.

Objective 1.1                      Establish the MJUL's role as a community and cultural center for project area.

Achievement Date — Ongoing.

Objective 1.2                      Provide youth and adult programming of interest to residents of the community, with at least four different programs to be run in the Community Room during the first year.

Achievement Date — June 2005

Objective 1.3                      Conduct community surveys to continually assess community interests in the MJUL project area.

Achievement Date — The first survey will be completed by June 2004.

### B. Goal Two

The MJUL collection will be balanced and equitable so that it will meet the needs of all customers. The high quality collection will be supported by state of the art technology. The library staff shall provide outstanding service and will endeavor to assist customers in familiarizing themselves with the resources available to them in order to maximize their library -going experience.

Objective 2.1                      Develop an exceptional youth collection to enrich and support the educational curriculum for the many student users of the MJUL. A joint School/Library Advisory Committee, comprised of three representatives each from the NBPL and the NMUSD, will be in charge of the review and development of the collection.

Achievement Date — The process shall commence in May 2004, and the first annual review will be in June 2005.

Objective 2.2                      Develop a strong adult collection with emphasis on new materials.

Achievement Date — Adult materials circulation will increase by 5% within the first year of the MJUL opening.

C. Goal Three

To provide quality library services to the youth of the community, to continually provide resources through their years of development, and to promote the understanding of the MJUL as a source for the life-long pursuit of learning.

Objective 3.1                      Work with staff from NMUSD schools to develop a program that compliments the #1 *District-Wide School Library Plan* priority of improving student's Information Literacy levels.

Achievement Date — Plan to be complete by June 2004.

Objective 3.2                      Develop a Teen Corner with teen programming events in conjunction with the Harbor High and Ensign Intermediate student representatives of the Young Adult Advisory Committee (YAAC).

Achievement Date — To be completed by June 2005.

Objective 3.3                      Develop an adequate plan of access to accommodate class/student visits from NMUSD schools other than Mariners Elementary.

Achievement Date — Staff will develop schedules for visits by September 2004.

Objective 3.4                      Set up training days for Mariners Elementary students/faculty on the appropriate use of the library and its technology to maximize their library experience. Staff should be familiar with library technology and be able to incorporate the use of these technologies (such as databases) into their lesson plans.

Achievement Date — The curriculum for teacher training, which will be subsequently taught to students, will be developed by May 2005.

Objective 3.5                      Provide programming for the pre-school age group (infants thru 5 year-olds).

Achievement Date — The program will include three weekly story-times and start upon opening



## II. TYPES OF SERVICES TO BE OFFERED

### A. Overall Plan of Service

The plan of service for the MJUL project requires the library to provide exceptional services to the citizens and students who will frequent the facility. The plan will support the MJUL mission to be the cultural, educational, and informational heart of the community. Jurisdiction wide, the whole NBPL is an integral part of the City of Newport Beach (CNB). The various branches serve local neighborhoods and provide material to meet the informational and recreational needs of all users from youth through retirement.

### B. Hours of Operation

The MJUL will be approximately 40% larger than the existing Mariners Branch facility. The hours of service will increase from 60 hours to 66 hours per week. The extended hours ensure that library hours will coincide with the operating hours of Mariners Elementary. The longer library day also allows the community more access to the library. The proposed hours of operation are as follows:

Monday-Thursday	9am – 9pm
Friday and Saturday	9am – 6pm

### C. Youth Services

#### 1. Youth Collection

The youth collection will increase 50% with the addition of the Mariners Elementary School Media Center materials. Resources from the school and from the existing Mariners Branch collection will optimize the learning experience for all student users of MJUL. As well, the improved collection will help meet the goals promoting lifetime learning set forth in both the NBPL's *Commitment to Excellence: 2000-2005* and the NMUSD's *District-Wide School Library Plan*.

#### 2. Youth Reference Services

All MJUL librarians will be trained to support the information literacy goals of the NBPL and the NMUSD. Librarians will also provide traditional reference services for print materials. Librarians will also be prepared to teach young users how to use the library's technology and online resources.

#### 3. Children's Programming

The MJUL will conduct story time for preschoolers in the area. At the present, there are three story times planned a week, but more may be planned to meet future needs. The library holds a summer reading program that currently has over five hundred children. During Children's Book Week special programming such as puppet shows, magicians and storytellers will be held. It is hoped that the MJUL will implement a youth volunteer program, modeled on the successful program at the Central Library, utilizing the talents of young teens. Special

reading promotions are held during the year, such as bookmark contests, reading contests and the authors festival. Special programming will be conducted during National Library Week.

4. Children's Room

The children's room will be divided during school hours. The Joint Use Cooperative Agreement between NMUSD and the CNB states: "The children's room shall be designed so that a portion of the room can be accessible only during school hours as provided in section 3.2 of this agreement. Section 3.2 states: "The children's room shall be designed so that the Mariners School students will have secured use of a school library, on those days and during those hours of required student attendance during the school year." School use will not exceed thirty hours a week and will be opened to the general public during non-secured hours. General access to the children's room during school use hours will be available through the school entrance after sign-in at the Mariners School Administrative Offices. The School Media Clerk will staff the school portion of the children's room during secured hours. During all open hours a children's librarian will be available to assist all customers in the children's room.

From the very beginning children's safety has been a primary concern of the CNB, the Board of Library Trustees, the NMUSD, and the community. The children's room design and staffing incorporates numerous safety features which will make the MJUL extremely secure for school children, very open and friendly for the preschoolers, parents, and caregivers.

5. After School Program

An after school program (KidScene) will be held in the Community Room to meet the needs of children in the community. MJUL and other City employees will staff the program.

6. Homework Center

The Homework Center will be established and shall be an integral part of the KidScene program.

D. Adult Services

1. Adult Collection

A well-developed and diverse adult collection of materials shall be assembled to meet the many interests of the adult community users.

2. Adult Reference Services

Librarians will offer traditional print resources to customers as well provide instruction for the use of online databases. Reader advisory will continue be a major component of the reference service. The MJUL will continue to utilize volunteers from the community to assist with the adult area of the library.

3. Adult Programming

The community room will be used for adult programming in addition to providing space for a variety of community meetings. As stated in the MJUL goals, the library will survey the community and sponsor four adult programs the first year of operation. The community room will also be a venue for PTA events and meetings.

4. Adult Summer Reading Program

The library will offer a special adult summer reading program for interested members of the community. The MJUL collection will need to meet the high demand for popular items.

5. Literacy Program

The NBPL Central Library has a very strong literacy program. An extension of the program will be offered at the MJUL in the Community Room. The Homework Center shall be utilized for literacy instruction when the Community Room is in use.

E. Student Services

1. Student Collection Supervision

The MJUL mission statement emphasizes the information literacy component of the 2002/2003 NMUSD *District-Wide School Library Plan* Goals and Objectives section. A joint School/Library Advisory Committee consisting of 3 NBPL and 3 NMUSD representatives will be appointed and meet regularly. A minimum of three meetings a year during school sessions will be required. The committee shall review the MJUL Library plan of service plan, the collection development, functional and library procedural matters, and other issues in an effort to guarantee students receive the finest service possible from the library.

2. Student Collection

The student collection of the MJUL new joint library will be integrated from the two existing libraries, the Mariners Branch and the Mariners Elementary School Media Center. NMUSD ownership of materials from the Media Center and of new materials purchased annually with District funds will be specifically identified.

3. Special Needs

The system of reserves shall be established for materials supporting Mariners Elementary students. The system will make certain that sufficient materials are available to support the needs of the school and special school projects. Students will be able to checkout materials directly in the Children's Room as they return to their classrooms. A unique *Mariners Library Card* will be issued for each Mariners Elementary student to use at the library during school hours to facilitate self-checkout by individual students. This benefits both students and staff.

4. Class Visits

Visits from the local schools will be incorporated into the regular programming for the MJUL project. A highly successful scavenger hunt used by NBPL's Central Library staff will also be used at the new facility to introduce library skills. Students will be able to checkout materials directly in the Children's Room as they return to their classrooms. Individual students will issue a unique Mariners Library Card for use during school hours to facilitate the self-checkout.

### III. JURISDICTION-WIDE SERVICE

The community of the City of Newport Beach (CNB) called for the creation of a Public Library as early as 1909, but it was in the 1920's when the City Council formally established the NBPL and its Board of Library Trustees. The present day NBPL consists of a Central Library and three Branches, Balboa, Corona del Mar, and Mariners. The backbone of the modern day NBPL is the Central Library, which originally opened in 1980 with only 10,000 square feet of public space. In the late 1980's, the Board of Library Trustees directed a needs assessment by conducted to assess the adequacy of the City's library services. A strategic plan was developed that called for a larger Central Library, and for a much larger role for the Central Library, which made it the heart of the NBPL system. The Board of Library Trustees and community embraced the plan and a new 54,000 square foot Central Library was opened in July 1994.

The current Central Library offers a full range of library service including walk-in access, telephone reference, web access, and facsimile service. The Central Library has programming for all ages, with services for children such as toddler and preschool story hours, pajama story hours, summer reading programs, class visits (1<sup>st</sup> and 4<sup>th</sup> grades), and family book discussion groups. Teen services include: the Young Adult Advisory Council (YAAC), a Teen Center, ProjectRead for Newport Harbor High School, class visits, and teen Internet nights. Adults are served by: a large collection of magazines, newspapers, CDs, and videos, reference services, electronic databases, Internet access, access to software, and a monthly book discussion groups. Senior programming includes: a monthly book discussion group and classes on the Library's electronic databases.

The Central Library serves a key role within the overall NBPL system, but it cannot reach the whole City. The provision of library service throughout the entire City is accomplished by the use of three Branches of the NBPL, which are equally as important to the City. The CNB has a very unique geography and waterways divide the City in a number of places. The Balboa and Mariners Branches provide service to areas that are separated from the rest of the City and the Central Library by large bays of water. The use of the Branches ensures that library service reaches all regions of the City.

The Branches were developed with an extreme sensitivity to their respective neighborhoods, and continue to reflect the needs of each of the distinct communities they serve. The Mariners Branch Library originally opened as a 5,000 square foot building in 1963 to serve residents on the north side of the bay. The Branch provides many of the services that the Central Library provides, but tailors them to the specific needs of users in its service area. The present service demands have outgrown the facility, but the new MJUL will respond to the needs of its users, and is designed to be a Library for the 21<sup>st</sup> Century. The plan of service for the new MJUL project carries forward the tradition of serving the unique needs of patrons.

The search for new technologies and ways to implement branch services will ensure that the MJUL will continue to fulfill the special needs of the community in the MJUL area. The new MJUL service area officially includes NMUSD students as well. The partnership with the NMUSD only strengthens the Library's ability to provide service. The strategic planning process in the *Commitment to Excellence: Library Services 2000-2005* and the NMUSD's *District-Wide School Library Plan* confirm the commitment of the respective entities toward the future. The MJUL will make the future a reality for the community and students in the combined service area.

## IV. TECHNOLOGY

### Technology – Executive Summary

The technology needs assessment studies for both the residents and K-12 students of the Mariners service area make it clear that the existing public library branch and school libraries do not have sufficient computer technology nor the space to expand on what is currently available. More computers are needed for both populations.

Existing print and audio/video collections cannot be removed in order to make room for new technology in either location because those collections themselves need to be expanded. The need for additional equipment will become even greater as the NMUSD embarks on its plan to significantly increase its efforts towards Information Literacy. The MJUL plan of service will provide space and equipment to meet the educational, informational, research and entertainment needs of the K-12 students and area residents by providing over four times as many computers as currently available. There will also be connections to serve wireless users.

A one-stop technology area will provide users with the ability to research, create, and printing documents or homework assignments. The multitude of print, audio/video, database, and Internet resources in the MJUL will serve all users, from professional adults to young children. Reference specialists trained in the use of the state-of-the-art computer equipment will provide training to ensure users will always be able to easily access the library's technology.

The MJUL Library Plan of Service creates a partnership between the CNB and the Newport-Mesa Unified School District which expands the number of talented professionals working closely together to provide state-of-the-art technology to the citizens and students of the area. The CNB is dedicated to maintaining a state-of-the-art network with high speed wireless Internet access to support its ability to serve the City population and has a full staff of MIS professionals, including computer and network specialists, trainers, web designers and database specialists to provide technical support to the MJUL 24 hours a day, 7 days a week.

The residents and students (and their teachers) of the area will benefit immensely from the increased technology available to them in the MJUL and through the cooperation between the CNB and the NMUSD. The addition of more personal computers (PCs) to the MJUL project will be an indispensable component of the plan of service. The four computers in the current Mariners Branch Homework Center and Multi-purpose Room will be used at the new facility for Internet instruction. A wide variety of office products will be installed on all the PC's for use by both youth and adults. The library currently offers a rich array of databases, and the increase in PCs will expand availability further. One-on-one instruction for all the MJUL project technologies will be possible in the new facility.

The addition of more Personal Computers (PCs) to the MJUL project will be an indispensable component of the plan of service. The four computers in the current Mariners Branch Homework Center and Multi-purpose Room simply cannot adequately provide for the needs of the community and student users who rely on the Library for service. The computers will be integrated into the new system and used at the new facility for Internet instruction. A wide variety of other technologies and products will be installed on all the PC's, for use by both youth and adults. The Mariners Branch Library currently offers an

array of databases, but the increase in PCs will greatly expand the availability of services. The one-on-one instruction for all of the technologies planned for the MJUL will guarantee users will be able to make full use of this facility for the future.

A. Technology – Services to Residents

The MJUL Needs Assessment found that sufficient state-of-the-art equipment would be required to meet the educational, informational, and research needs of the community. The existing equipment at the Mariners Branch Library is not adequate to achieve this task. The lack of computer equipment is largely due to the lack of space. The increased space at the new MJUL will permit additional Personal Computers (PCs). The number of PC's will quadruple the total in the current Mariners Branch available for public use.

With the increased number of computers, the library will be able to offer a wide variety of office products (word processing, spreadsheet, etc.). This would be very difficult to manage on the small number of existing computers at the Branch because of the need to limit the length of time customers use the computers. Staff is currently being trained to offer assistance in the use of these products. One-on-one instruction for all the MJUL project technologies will be possible in the new facility. The MJUL community residents will also be able to search the Internet and the library catalog and databases, and incorporate search results into documents for printing or e-mailing. Wireless technology will expand the ability of the library to provide residents who have their own laptop computers or Internet capable PDAs access to its catalog, database, and the Internet.

The CNB provides reliable Internet access to the existing Mariners Branch using a state-of-the-art equipment. Improvements will continue to be made in the MJUL facility so that this service can be extended to the school, and expanded service can be offered to the customer base as advances in technology occur. The City network is supported 24 hours a day, 7 days a week with several staff on-call, as well as there is internal support from the NBPL's own MIS department.

The MJUL plan of service to the community incorporates the technology goals stated in the NBPL document *Commitment to Excellence: Library Services 2000-2005*. The following goals are specific to the residents of the Mariners area.

1. NBPL Technology Goals

*"To assure that the Newport Beach Public Library is a leader in providing outstanding resources, services and training using state-of-the-art library technology."*

a. Goal One – Maintain a state-of-the-art library automation system.

The library's automated catalog was upgraded in 2001 with state-of-the-art hardware and software; a process that took nearly a year to accomplish. At the same time, a decision was made and approved by the Board of Library Trustees and City Council to replace all computers on a three-year rotation, thus assuring library customers that they will never use a computer more than



3 years old. This policy will benefit MJUL users, who can take advantage of the state-of-the-art Library system and new equipment.

- b. Goal Two – Provide a network infrastructure capable of meeting the needs of library customers.

The MJUL is part of the CNB computer network. The City provides computer, network, and telephone support. The MJUL will have the added advantage of the CNB's technical support, as well as its own MIS system. Both technology departments will work during project implementation and to provide ongoing technical support.

- c. Goal Three– Maintain a well-trained staff.

The CNB takes staff training very seriously, and in fact has a NBPL MIS staff person dedicated to training City staff in the use of computer software. The training is done at the Central Library. As part of the NBPL's own training plan, a staff intranet is nearly complete. It will provide NBPL staff with policies and computer support through an easy to use website. The staff intranet is being developed with a great deal of staff input. The MJUL will have a well-trained staff that has access to the information they need at their fingertips.

- d. Goal Four – Provide customers with the knowledge they need to be active and competent users of Library technical resources.

The NBPL has been providing customer Internet training and training on the use of library catalogues and databases since 1998. The new MJUL will continue the tradition of training users. The library will provide additional computers and training space so that classes can be taught at the branch, rather than at the Central Library.

- e. Goal Five – Enhance electronic resources available to the public.

The NBPL hired a Web Services Specialist in 2001. The library's website has been completely re-designed and is now going through usability testing to determine its future direction. In 2002, a web team will be assigned to look at other library and non-library sites and web publications to find new and innovative ways to serve children and adults, and to make information and services easier to use via the library's website. Data collected from this process will be used to mold the next iteration of the NBPL web page. The MJUL will also have access to the full-time Webmaster and be able to offer new and exciting web services to its customers.

## 2. NMUSD 2001-2002 Goals and Priorities

- a. Continuous Learning 1– Provide teacher training in instructional methodologies and techniques.

The MJUL will provide an excellent teacher training resources. Teachers will have access to library computers, databases, Internet access, and experienced reference staff even when the school is closed.



- b. Continuous Learning 1.7 – Develop and implement Information Literacy Program with special emphasis on grades 4-6.

The MJUL will be an important component of the School District's Information Literacy Program. The supply of print, video, computer, and trained staff resources will provide the tools needed to help students (and teachers) learn how to find and use information in the age of information technology, where not knowing how to get access to information via technology means children miss out on important educational development opportunities.

C. Technology – Services to Students (K-12)

The MJUL needs assessments pointed to needs for K-12 students as those of the community. The School Media Center has no room for additional computer equipment, again largely due to lack of space. The Library Plan of Service, by extending Public Library resources to the students, increases the total number of computers available for specific reserve for K-12 students.

The 5-11 age group will benefit from having a laser printer directly networked for their needs. In addition, the four computers in the current Mariners Branch Homework Center and Multi-purpose Room will be used at the new facility for student Internet instruction. The youth section computers will have child-friendly menus, access to several databases, and Internet links of special interest to children. There will also be word processing available for doing homework projects. One-on-one instruction by the trained library staff will ensure the students can take full advantage of the computer resources. Expanded technology service to the K-12 student population will be available evenings and Saturdays, and supported by Library and City technology staff.

The MJUL plan of service incorporates the technology goals as stated in the NBPL document *Commitment to Excellence: Library Services 2000-2005* and technology goals stated in the *NMUSD 2001-2002 Goals and Priorities*. The following selected goals from these sections define the technology component of the MJUL projects' plan of service specific to the K-12 student population.

1. NBPL Technology Goals

"To assure that the Newport Beach Public Library is a leader in providing outstanding resources, services and training using state-of-the-art library technology."

- a. Goal One – Maintain a state-of-the-art library automation system.

The Mariners Elementary Follett Library System data will be integrated into the NBPL's Horizon Automated Library System so that the students will have access to a state-of-the-art hardware and software platform that will hold the MJUL's catalog and databases. The students will also be guaranteed that computers in the children's area will never be more than 3 years old before being replaced with new state-of-the-art equipment.

- b. Goal Two – Provide a network infrastructure appropriate to meeting the needs of library customers.

The computers, network, and internet access available to the MJUL will be supported by NBPL and CNB technology staff 24 hours a day, 7 days a week. Although the MJUL will not be open on Sundays, the technology support guarantees that Library resources will be available to students and teachers with home Internet access even when the Library is closed.

- c. Goal Three – Maintain a well-trained staff.

The K-12 student population will benefit from professionally trained children's librarians available 6 days a week (including Saturdays and evenings) to assist in finding print, audio-visual, and internet resources for homework help.

- d. Goal Four – Provide Customers with the knowledge they need to be active and competent users of library technical resources.

For a long time the NBPL has provided customer training on Internet use and in the use of the library catalog and databases. The MJUL will extend this training to the school and expand it for student users of the library by providing additional computers and training space so that classes can be taught locally rather than only at the Central Library.

- e. Goal Five – Enhance electronic resources available to the public.

The NBPL is constantly adding resources to its website. The library's Web Services Specialist has worked with the Young Adult Advisory Council and the Children's Librarians to design areas of the website specific for the K-12 group. Students users of the MJUL will have an opportunity to help in the design of the website.

The NBPL is part of a group of Libraries providing "24/7" reference support. This web-based tool allows Library customers (inside or outside the Library from any computer with Internet access) to get 'live' one-on-one reference help using a web interface 24 hours a day, 7 days a week. This is the perfect tool for K-12 students who need a reference question answered after the school and library are closed. Rather than spending hours trying to find the answer on the Internet, the student can connect to a 'live' Librarian who will work directly with the student to answer questions. The MJUL will extend this service to the K-12 students of MJUL service area.

The MJUL technology services will also provide students with easy access to several databases that the Library subscribes to. The databases will be available from within the Library at the many of the public-use computers reserved for students, and also from home for those students who have Internet access. The databases include the following services of specific interest to students:

**The World Atlas On-Line** – Is filled with the most up-to-date information available, and provides more than 500 clear, full color, reproducible maps, statistics, and data on more than 200 nations, territories, regions, and continents.

**The ProQuest Research Library** – Includes the leading popular magazines, newspapers, reference books, and professional publications used for research in North America, as well as the standard academic publications for undergraduate and graduate studies in a broad range of humanistic and scientific disciplines.

**The World Book On-line** – Provides up-to-date, reliable, authoritative, and easy-to-understand information. World Book can fulfill many homework needs, from getting the answer to a particular question, to general information to help with a school assignment, or just exploring a topic.

**The Oxford English Dictionary** – Is the accepted authority on the evolution of the English language over the last millennium. It is a guide to the meaning, history, and pronunciation of over half a million words, both present and past.

**NewsBank** – Contains information from newspapers, newswires, business journals, scholarly documents, periodicals and more, and is used by students and researchers all over the.

**eBooks** – Can be read online, anytime, from any computer with Internet access. Thousands of volumes can be searched simultaneously by every word in every book. These include the 'Cliff Notes' and 'Idiot's Guide' series which are especially useful to students.

**Novelist** – Assists fiction readers in finding new authors and titles. Contains full-text reviews for adult, young adult, children's, and easy fiction titles. Students can browse over 1,200 theme-oriented book lists, 160 award lists, and 1,000 fiction-related Web sites.

**Comparative Religions On File** – Is designed to help students of all ages explore and understand religions from a historical and cultural perspective. This database contains hundreds of useful black-and-white charts, as well as maps, diagrams, and illustrations, organized by subject areas.

**Science Experiments On-line** – The only online product of its kind. An extensive collection of hundreds of science experiments covering a broad range of subject matter and skill levels. It offers powerful search options based on criteria such as subject area, grade range, or key terms, topics, and principles.

- f. Goal Six– Work with local schools and organizations to explore possible joint projects for sharing resources and providing library information services.

The NBPL had identified several ways to cooperate with the NMUSD prior to the MJUL project. These included cooperative purchase agreements with the School system for electronic database service, and the possibility of sharing computer and network resources. The MJUL project provides another great impetus for cooperation between the City and School District. The school-age children of the School District will have access to the Library's many databases, which are very useful to children. The trained MJUL staff assists with the use of the databases. The staff's knowledge of websites will also be helpful with student's homework.

## 2. NMUSD 2001-2002 Goals and Priorities

Student Learning 1 - Devise opportunities for students to think, research, and solve problems

The MJUL will provide a convenient place for students to go for homework help and research. The library has children's reference staff trained to help students find the print and audio-visual materials necessary to complete homework assignments, and to satisfy student's own curiosity. The integration of the School's Media Center materials with the Branch Library's will make it easy for K-12 students to find all the materials they will need in one trip to the MJUL.

The MJUL will provide students access to the library's subscription databases, two of which are very specific to the School Districts goals:

**Curriculum Resource Center (K-5)** – Designed for elementary teachers and students seeking material to supplement their lessons. This "Electronic Library" of curriculum-related handouts is a unique tool. The service provides access to a broad selection of visual content, including maps and flags, timelines, science diagrams, science projects, and other handouts, all of which can be printed and used for worksheets, overheads, and testing.

**Curriculum Resource Center (6-12)** – Designed for middle and high school teachers and students seeking material to supplement their coursework. This "Electronic Library" of curriculum-related handouts offers the same resources as the K-5 tool, but is geared for older students. The content of maps, science diagrams, science experiments, historical images, historical timelines, and other handouts, is in greater detail for the more mature student.

In addition, the new MJUL catalog interface includes 'WebFeat', a service capable of searching the Library's printed materials and on-line databases with a single search. A student's search on a topic like "the First Amendment" would list all the print, audio-visual materials, periodicals, and reference book articles from the Library's subscription databases. The search results will provide links to both the items within the MJUL collection, and to the articles that could be downloaded and printed or emailed.